telephone system;

   obtaining caller identifying information from each of said connected calls;

   placing each or said connected calls on hold;

   searching a customer database and identifying a customer database record corresponding to the caller identifying information obtained for each connected call;

   retrieving information from said identified customer database records that is relevant to call prioritization;

   creating a call record for each connected call, each call record including said caller identifying information and call priority data based upon said retrieved call prioritizing information;

   inserting each created call record into a hold queue; and

   directing a connected call to an available agent based on said call priority data.

3. The method as claimed in claim 1, wherein said step of selecting a connected call to direct to an available agent comprises displaying a list of call records stored in said hold queue, including said caller identifying information and said call priority data for each said connected call on at least one available agent display and manually selecting a connected call to direct to said available agent.

4. The method as claimed in claim 1, wherein said step of selecting a connected call to direct to an available agent comprises;

comparing the retrieved call priority data stored in each call record with at least one predetermined prioritization attribute;

arranging the call records in the hold queue according to the call priority data comparison; and

automatically directing a connected call that enjoys a highest priority position in said hold queue arrangement to an available agent.

7. A hold queue prioritizing system comprising:

an automated telephone system;

a call receiver/director for connecting a plurality of calls to said automated telephone system;

a customer database including a plurality of database records, each database record including caller identifying information and information relevant to call prioritization;

a means for obtaining caller identifying information from each of said plurality of calls connected to said automated telephone system;

at least one hold queue coupled to said call receiver/director, said at least one hold queue for holding call records related to said plurality of connected calls;

a plurality of call center agent terminals coupled to said automated telephone system for handling said connected calls; and

a hold queue prioritizer responsive to said caller identifying information from each of said plurality of calls connected to said automated telephone system, for retrieving at least a portion of said call prioritizing information stored in each said database record corresponding to each connected call and for selecting a connected call to direct to an available agent responsive to said at least a portion of said call prioritizing information.

15. A system for prioritizing calls on hold and connected to an automated telephone system comprising:

a call receiver/director for receiving a plurality of calls connected to said automated telephone system and for directing said plurality of connected calls to a plurality of agent terminals coupled to said call receiver/director;

a customer database, including customer database records including caller identifying information and call prioritizing information;

a hold queue prioritizer, coupled to said call receiver/director, said hold queue prioritizer including:

a means for obtaining caller identifying information from each of said plurality of connected calls;

a means responsive to said obtained caller identifying

information, for searching said customer database

to identifying customer database records

corresponding to said obtained caller identifying

information for each of said plurality of connected

calls, and retrieving said call prioritizing

information from each of said identified customer

database records;

a means for creating a call record for each of said

plurality of connected calls, each call record

including said caller identifying information and

said call prioritizing information;

at least one hold queue, coupled to said call hold queue

prioritizer for storing said created call records; and

a means for selecting a connected call to direct to an

available agent based on said call prioritizing information.